**NEWTON DRIVE HEALTH CENTRE**

**Patient Participation Group**

**Minutes of meeting held on**

**Monday 2nd September 2013 - 18:00 - Library, Newton Drive Health Centre**

**Present:** Mrs Donna Jackson (DJ), Miss Vicky Greenwood (VG),

Mrs Linda Endicott (LE)

Mr Terry Bennett (TB), Mr Michael Martin (MM)

**In attendance:**  Mr Chris Casey (CC), Practice Manager

Mrs Norma Halsall (NH), Assistant Practice Manager

**1 Actions / Feedback from Previous Meeting**

Targetted survey for local health schemes is now on the reception desk. 100 patients will be asked if they are aware of the following; Health Checks, Pharmacy Scheme, Know Your Number Campaign, Free Eye Testing.

**2 New Actions**

The signage for the Nurse Consulting rooms has been leading to some confusion. The practice will implement some new signs which might help patients identify which room they need to go to for their appointment with the relevant Healthcare Professional. **Action: NH to produce signs for downstairs consulting rooms.**

It has been noted that the car park is now busy on most days in the mornings. The practice is working with the CCG on the travel plan for staff and patients to try and alleviate any growing pressures. The practice will also put a notice up to patients regarding the appropriate use of disabled bays etc. **Action: NH to produce poster for reception.**

The practice will appoint a new reception manager shortly. Work on the information for patients will begin after this date.

There have been ongoing IT issues with the patient call in screen. The practice is nearing a solution but it has been affecting the ability to play music also.

**3 Standing Agenda Items**

Staff

The locum cover is continuing as the search for a salaried GP is nearing a conclusion.

Patient Suggestions

*“Disabled badges must be shown in car park or else further action”* – it is agreed this can sometimes be a problem. This appears to arise for a couple of reasons – some chemists collecting prescriptions on behalf of patients seem to park in these parking slots for ease. Local chemists are to be reminded not to do so. Non-disabled patients/visitors parking, either when the care park is busy or again for ease when “popping” in to surgery or pharmacy to collect something. The practice is trying to identify ways of dealing with the problem.

*“Drinking water tank”*

*“Make drinking water available”*

*“Cold water machine”* – this issue has been raised previously. Due to the practicality and Health and Safety risks we are not able to put a water cooler in the waiting room. Water is available to any patient who needs it from reception.

*“Litter bin as flower bed full of rubbish”* – As discussed at a previous meeting it is not practicable for a litter bin to be provide externally. The practice does regularly have the flower beds cleared of rubbish, however, we are not in a position to have this done daily. We also have no control over the weather which creates problems when windy with rubbish blowing onto the practice grounds.

*“More fish tanks and more fish”* – the fish tank has been enjoyed by patients, however, it was kindly donated by the patient fundraising group for a specified contract length – it houses a safe number of fish to keep them happy and provide them with enough space to swim around.

*“Could play some gentle music in the waiting room” –* Music is now played in the waiting room, following the successful trial. As previously stated the partners have agreed to fund the purchase of the appropriate music licence.

**The next meeting was arranged for Monday 14th October - 18:00 at Newton Drive Health Centre**